Operational Considerations of Deploying EES Kiosks at a Land Border

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Topics for Discussion

The Eurostar Experience
• Collaboration & Co-creation

Confusion & Conflict with GDPR

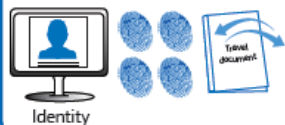EES & Seamless Traveller Programmes

Should RTPs be Reconsidered?

Empowering the Traveller

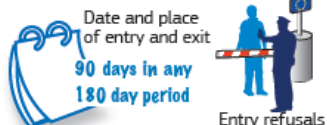**SITA**

ENTRY / EXIT SYSTEM (EES)

How will the system work?

EES will collect:

Identity

EES will record:

Date and place of entry and exit

90 days in any 180 day period

Entry refusals

EES will replace:

passport

To whom will it apply?

to non-EU nationals, visa-required and visa-exempt travellers in the Schengen area.

Who is using EES data?

The **competent Member State authorities**
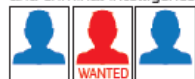
Border guards

Consular officers dealing with visas

Who will be able to access data in the EES?

Member States
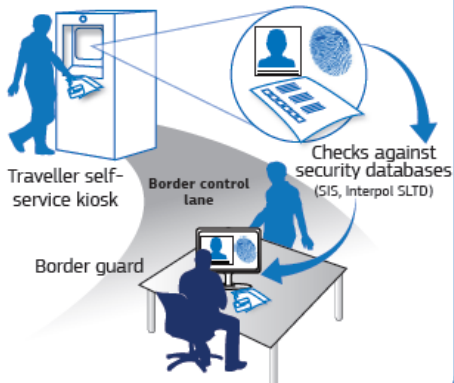Law enforcement authorities

Europol

will have access for criminal identification and criminal intelligence

WANTED

Border crossing facilitation

for all non-EU nationals

Traveller self-service kiosk

Border control lane

Border guard

Checks against security databases (SIS, Interpol SLTD)

Expected outcomes of EES

It will provide:

- Precise information in a rapid and automated way to border guards during border checks;
- Information to border guards on refusals of entry of non-EU nationals and enable refusals of entry to be checked electronically in the EES;
- Precise information to travellers on the maximum length of their authorised stay;
- Precise information on who is overstaying their authorised stay;
- Evidence-based support to visa policy.

As regards access for law enforcement purposes, the expected impact of the EES will be:

- Support the identification of terrorists, criminals as well as of suspects and victims of crime;
- Provide a record of travel histories of non-EU nationals including crime suspects, perpetrators or victims of crime. It would thus complement the information in the SIS.

Impact of APCs on Wait Times

227 CBPO Equivalents Saved

5,710,123 Hours of wait time avoided

$274.2 M Value of traveler time saved

DALLAS FORT WORTH
14.1% Increase in passengers
44.6% Decrease in Wait Times

JOHN F. KENNEDY
6.3% Increase in passengers
22.6% Decrease in Wait Times

HONOLULU
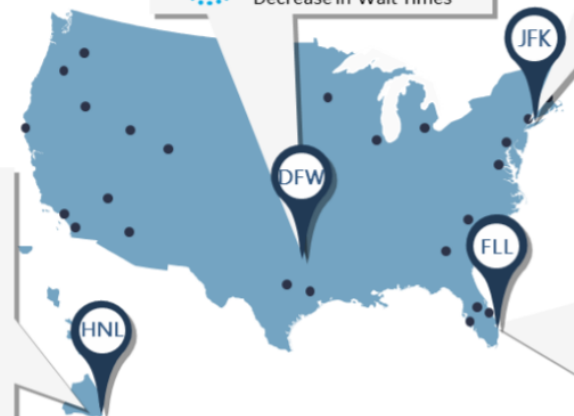3.3% Increase in Passengers
51% Increase in Wait Times

WITHOUT APC, A SMALL VOLUME INCREASE AT HONOLULU LED TO A LARGE INCREASE IN WAIT TIMES

FORT LAUDERDALE
47.4% Increase in passengers
4.0% Increase in Wait Times

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Border Automation Hardware

EES Ready

Automated Border Control
Simple | Fast | Secure

BBC Click TV Article on SITA Border Management:
https://youtu.be/laeSuws-mE0?t=687

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Kiosk Components

EES Ready

Status Indicator LED

User guidance LEDs

19" diagonal TFT Active Matrix Panel

Basler acA2040-55uc USB Camera
https://www.baslerweb.com/en/products/cameras/area-scan-cameras/ace/aca2040-55uc/

Gemalto KR9000 Full Page Reader
http://www.tssl.com/tsslweb/wp-content/uploads/2014/10/3M-KR9000-TDS-20130117.pdf

DERMALOG ZF10 Fingerprint Scanner
https://www.dermalog.com/products/hardware/fingerprint-scanners/zf-10/

User guidance LEDs

Practical Automation ITK38-LC D

Storm Interface NAV-PAD
http://www.storm-interface.com/keypads/atp/nav-pad-8-keys-usb-interface-audio-processor.html

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STANDARD ABC KIOSK WORKFLOW

BORDER GUARD
- Scans bar coded receipts to retrieve traveller's records → Makes entry/exit decision

TRAVELLER
- Selects language → Accepts disclaimer → Selects single traveller or family/group
- Scans passport → Make immigration/customs declarations
- Looks at camera
- Presents fingerprints for capture (Optional)
- Collect receipts and take to Border Guard

IDENTITY VERIFICATION — Repeats for each traveller in the group

KIOSK
- Reads ePassport data → Verify ePassport data
- Capture images of biographic data page → Perform optical document checks
- Performs eligibility check
- Capture quality face image → Verify facial biometric → Capture fingerprints
- Print barcoded receipts

DOCUMENT VALIDATION

EXTERNAL SYSTEM
- Performs watchlist checks
- Records entry/exit transactions

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Basic Operational Flow

BioThenticate Server

PAF Systems

Traveller with Paper Receipt

Traveller (No Receipt)

Pre-Processed Traveller

Phase 2 biometric retrieval

PAF Primary Line

— Phase 1
— Phase 2
— Phase 3

"Eurostar selected SITA to provide a kiosk for an experimentation with the French Ministry of Interior.....

We quickly agreed that a **collaborative approach** with Eurostar, the French Ministry Interior and SITA was essential to the programme's success. …. All members work extremely well together and this experimentation may lead to a **standard concept** that can be used by other operators.

I would **encourage others** looking to implement border technology for improved passenger processing or EU Entry-Exit System (EES) compliance to adopt a similar collaborative approach."
Jean-Michel Gauvrit, Head of Station Optimisation, Eurostar

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Eurostar France Kiosk Trial: Business Process Map

Monitoring Screen Mock-Up
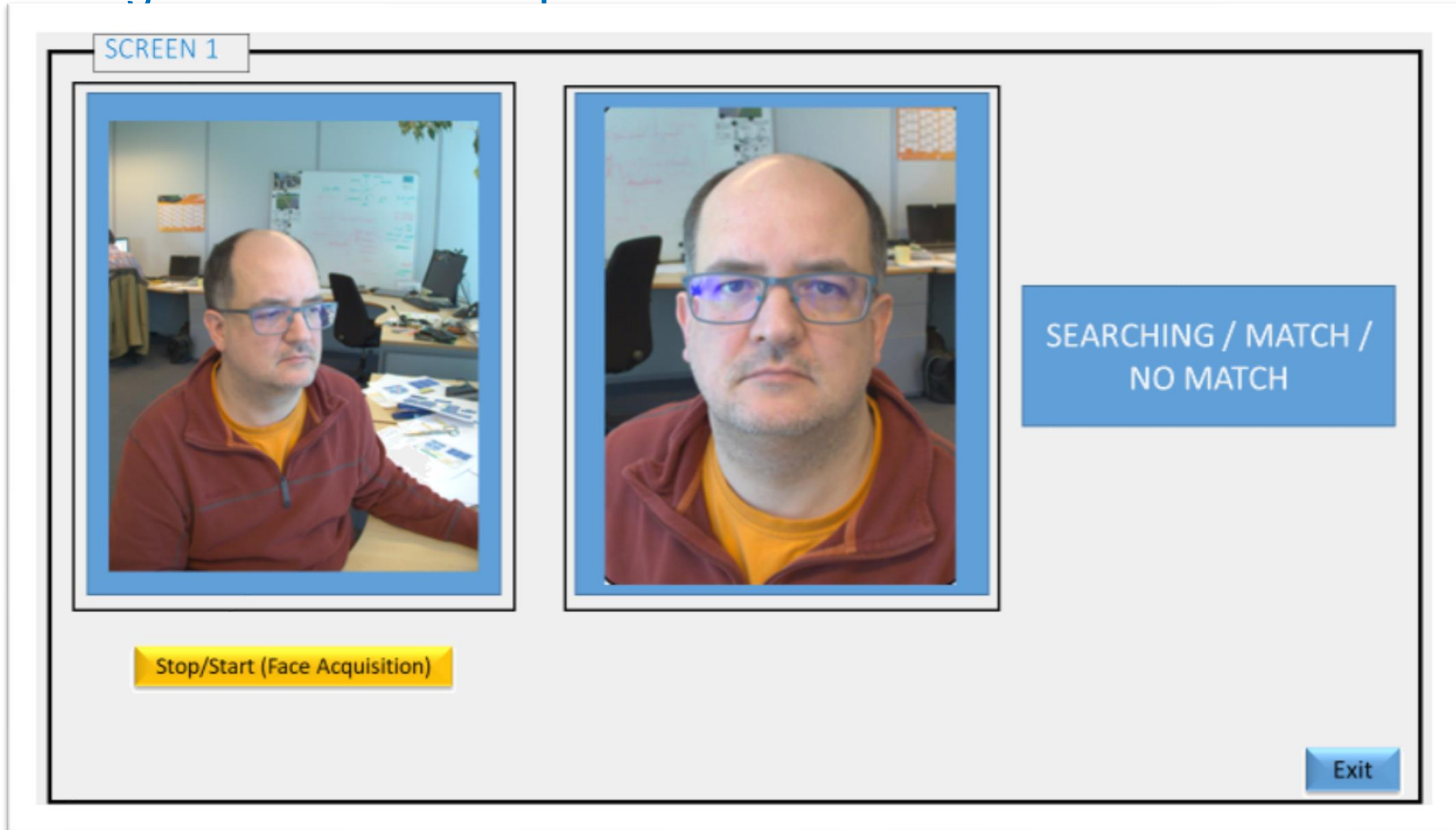
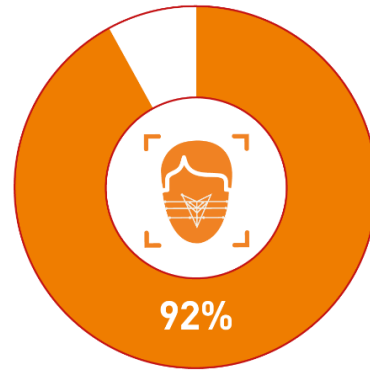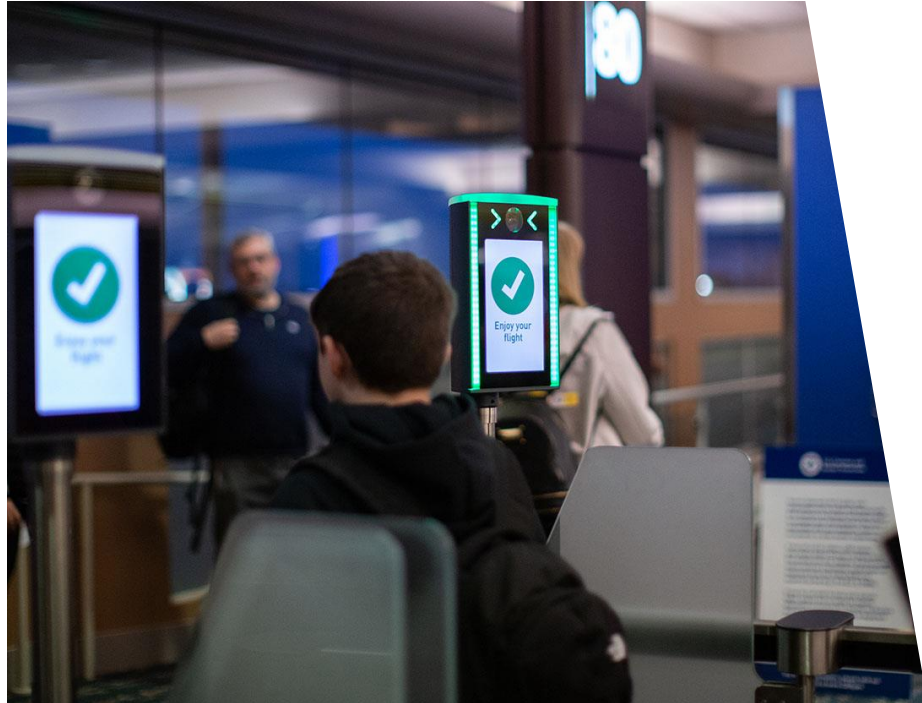# Monitoring Screen Mock-Up

What have we learned?

Biometrics
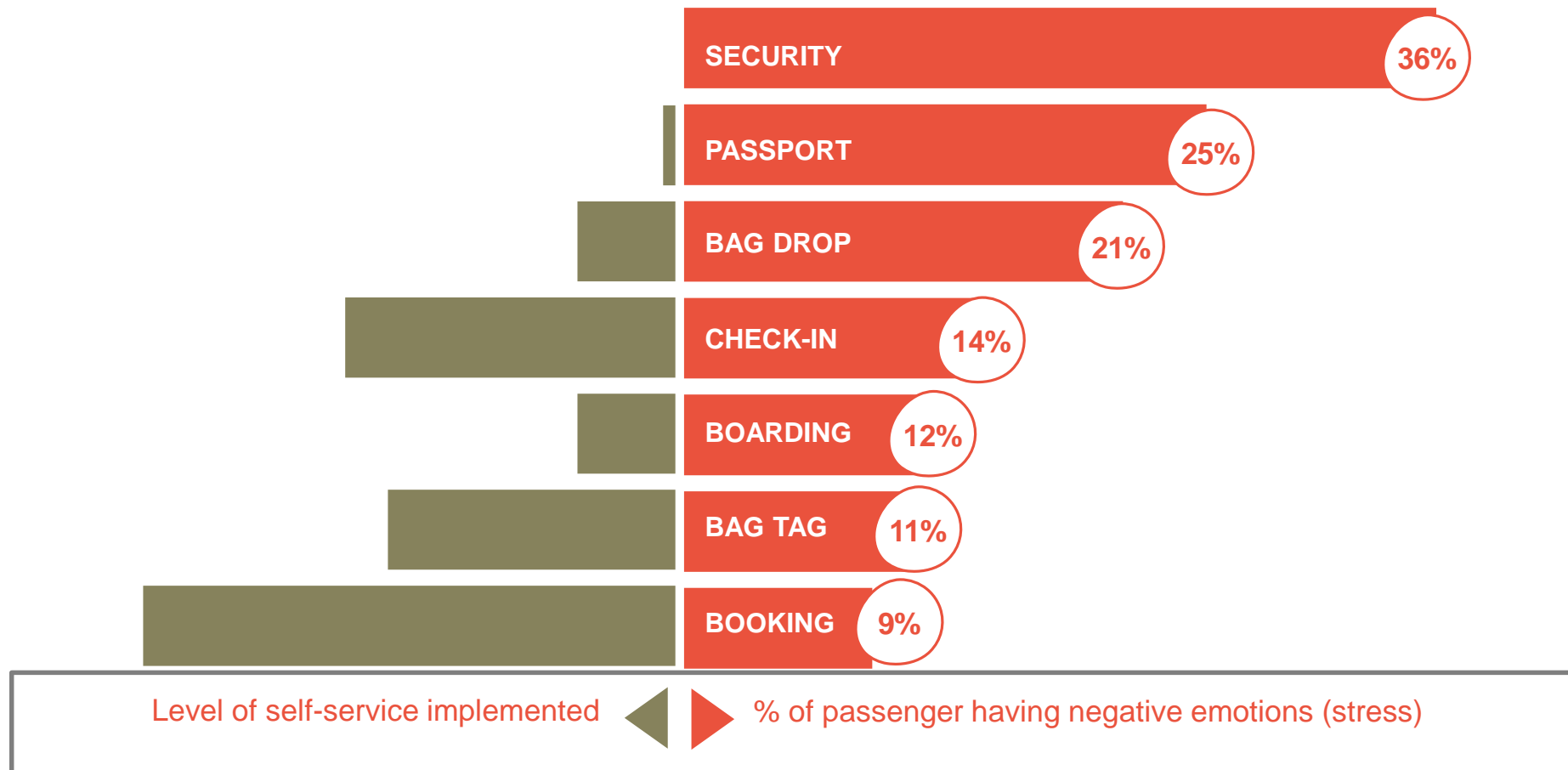
WG report

Pre-enrolment & RTP

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Biometric Acceptance

92%

% of passengers willing to use biometrics instead of passport or boarding pass

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More Automation, Less Stress

SECURITY	36%
PASSPORT	25%
BAG DROP	21%
CHECK-IN	14%
BOARDING	12%
BAG TAG	11%
BOOKING	9%

Level of self-service implemented ◄ ► % of passenger having negative emotions (stress)

Biometrically Enabled ~~Gates and Kiosks~~ Everything

| MOBILE CHECK-IN | ASSISTED CHECK-IN | SELF-SERVICE CHECK-IN | SELF-SERVICE BAG DROP | SECURITY SCREENING | BORDER CONTROL | AIRLINE LOUNGE ACCESS | DEPARTURES LOUNGE RETAIL & WAYFINDING | SELF-SERVICE BOARDING | ASSISTED BOARDING | IMMIGRATION |

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WG EES REPORT:

" It is evident that additional work is still required, this time however in _the area of the detailed border control processes_, which are, in many cases, _dependent on the ICT solutions_ to be used.

The working group therefore strongly recommends that the results illustrated in this document shall be _used as input for complementary discussions which shall address extensively the detailed processes_ themselves and how the border authorities will be prepared to implement them prior to the EES EiO."

26-3-2019

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What is remaining challenge following the EES-wg report?

- Create specific use-cases for your specific location;
- Each location has its own process, logistics infrastructure, flow, resources and therefore IT-support;
- Technical solutions are highlighted in the report and more or less defined, nothing innovative to be expected soon;

Reduction of the problem

Mobile pre-registration and RTP

Significantly reduction of the problem

Early Travel Registration: View the submissions on the Govt website

When you really want to control your border...this is reality

DIGITAL TWIN represents your local environment, movements, inbound/outbound, Border Control Resourcing and asset management.

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Digital Twin

[Video of Digital Twin](#)

Traveller Centric Solutions

Travel Authorization Mobile

Mobile ETA

Interactive Advanced Biometric Identity™ (iABI™)

Electronic Landing Forms

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Summary

EES is about much more than border automation

Collaboration & Co-Creation is essential

Travellers are using biometrics; need to futureproof investment

Technology partner of choice is ideally placed to be part of your co-creation team

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